



Instructions for Making On-line In-State Travel Reservations

Employees may now make on-line reservations for contract airlines and rental cars. In addition, hotel reservations can be booked on-line so long as a personal credit card is used when traveling in-state. Because travel agents are familiar with savings through routing, out-of-state and non-routine in-state reservations should continue to be made by contacting a travel agent at (800) 748-6655.

Please note that the ResX program has a “pop-up” email itinerary feature appearing on the page after a reservation has been made. The pop-up box appears after clicking on “email itinerary” and asks for the email address or addresses to send a copy of an itinerary to. To use this feature, you must click on Tools, click on “allow pop-ups for this site only” when you are on the itinerary page.

If the traveler or travel planner needs an Airline Trip Locator Number for an on-line boarding pass, click on “Virtually There” (a feature that appears on the page after purchasing airline tickets). Enter the Trip Locator Number obtained from your TravelStore Incorporated’s (Inc.) itinerary and the email address of the traveler. A new itinerary appears that indicates the Airline Trip Locator Number you will need to obtain an on-line boarding pass.

❖ [Setting up a personal profile](#)

❖ [Instructions for travel planners](#) (Employees making reservations for other employees)

When making on-line travel reservations, it is important to remember to:

- Use your work (Air Resources Board) email address as your Member ID.
- Cancel flights before flight time by calling TravelStore, Inc. at (800) 748-6655.
- Cancel hotel reservations when trip is canceled.
- Call TravelStore, Inc. if making reservation changes as reservations cannot be revised on-line.
- Not make reservations too far in advance.
- Not trade or hold tickets for future flights.

Accessing ResX

Using your Internet browser navigate to <http://www.travelstoreusa.com>. Click on the RESX LOGIN button located at the top right corner of the page.

The screenshot shows the TravelStore website in a Microsoft Internet Explorer browser window. The address bar displays <http://www.travelstoreusa.com/>. The website header features the TravelStore logo, navigation links for "search travel deals", "meet our experts", and "business travel", and a "RESX LOGIN" button. The main content area is divided into several sections:

- Exclusive Offers:** Includes links for Cruises, Package & Tours, Resorts & Hotels, Mexico Golf Cruise, and Canada Rail Specials.
- Search:** Includes links for Cruise Vacations, Land Vacations, Last Minute Deals, and Wholesale Air Fares.
- Travel Services:** Includes links for Book Air, Car, Hotel; Concierge Services; Gift Certificates; Helpful Links; Honeymoons & Weddings; Plan-a-Trip Form; Preferred Hotel Programs; and Travel Guide.
- Travel Shows:** Includes links for VacationFest 2005 and Orange County Travel Show.
- Central Banner:** Features a family photo with the text "We Put You in the Picture" and a call to action: "You can trust our travel experts to make sure your vacation is right— from start to finish. Find out more...". It includes a toll-free number (1-800-850-3224) and buttons for "Contact an Expert" and "Plan a Trip Form".
- Client Testimonial:** A quote from Christian L., Seattle, praising the service.
- Right Sidebar:** Includes a "Book Now!" section with links for "Last Minute Deals (next 2 weeks)", "Wholesale Air Fares", and "Book Air, Car, and Hotel".

The bottom of the page shows a Windows taskbar with the Start button, several open applications (Please Wait..., Micro..., TravelStore: Worldwi..., ResX Training Manual...), and a system clock showing 10:05 AM.

Logging into the system

New Users (first time only):

Member ID: ARB-traveler
Password: [this remains blank]

Existing Users

Member ID: [your e-mail address]
Password: [as setup during first login]

TravelStore: California travel agency, Los Angeles travel agency - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <http://www.travelstoreusa.com/resx.html> Go Links

worldwide travel experts **travelstore** home toll-free: 800-850-3224

locations who we are career opportunities privacy policy

search travel deals meet our experts business travel

Exclusive Offers

- Cruises
- Package & Tours
- Resorts & Hotels
- Mexico Golf Cruise
- Canada Rail Specials

Search

- Cruise Vacations
- Land Vacations
- Last Minute Deals
- Wholesale Air Fares

Travel Services

- Book Air, Car, Hotel
- Concierge Services
- Gift Certificates
- Helpful Links
- Honeymoons & Weddings
- Plan-a-Trip Form
- Preferred Hotel Programs
- Travel Guide

Travel Shows

- VacationFest 2005

Login Required

Member ID

Password

LOGIN

City Guide
World Clock
Travel Books
Airport Guide
Passport Services
Currency Exchange
Travel Advisory - Health

[Lost Password](#)
[Privacy Statement](#)

FLIGHT SEARCH EXPRESS
(*Login required; Round-trip only)

From

To
Example: Los Angeles or LAX

Leaving (Select time)

Returning (Select time)
Example: 01/21/01, jan 21, 21 jan

LOGIN AND CONTINUE

Done

start Administration - Micro... TravelStore: Californi... ResX Training Manual...

Internet 10:06 AM

The first field on the User Setup page asks for your e-mail address, enter your e-mail address here, this will be used as your “Member ID” for all subsequent logins to ResX. This field captures the e-mail address to be used as a “Member ID” only; it is not used for communication purposes. If you are building a profile for another person be sure to enter their e-mail address in this field, not your own.

After completing the User Setup page click the Save button at the bottom of the page. The next page will allow you to set a password for all subsequent logins to ResX.

Setting your password

Enter your desired password in the boxes provided and select **SAVE**.

The screenshot shows a Microsoft Internet Explorer window titled "Welcome! - Microsoft Internet Explorer". The address bar displays the URL: <http://www.resx.com/v4.2/loginpasswordchange.aspx?WM=RESXPRODH&pagehistoryid=175f2820-0ae9-4af4-97ee-5532dd913a54>. The page content includes the "travelstore" logo, links for "Help", "Privacy Statement", and "Logout", and a "Happy Traveler" greeting. A green banner indicates "Password must change". Below this, a note states "(*) Indicates required information". There are two input fields: "New Password" and "Verify New Password", both marked with an asterisk. A "SAVE" button is positioned below the fields. The page is powered by "resx". At the bottom right, the following information is displayed: Company: TravelStore, Member: HAPPY@HAPPY.COM, User ID: 3153555, RSO: 18, Build: 4.2.32, TTB: 057.200, MID: RESXPRODH. The Windows taskbar at the bottom shows the Start button, open applications (ResX Training - Microsoft..., Welcome! - Microsoft...), and the system clock (5:07 AM).

travelstore

[Help](#) • [Privacy Statement](#) • [Logout](#)

Happy Traveler

Password must change ?

(*) Indicates required information

New Password

Verify New Password

SAVE

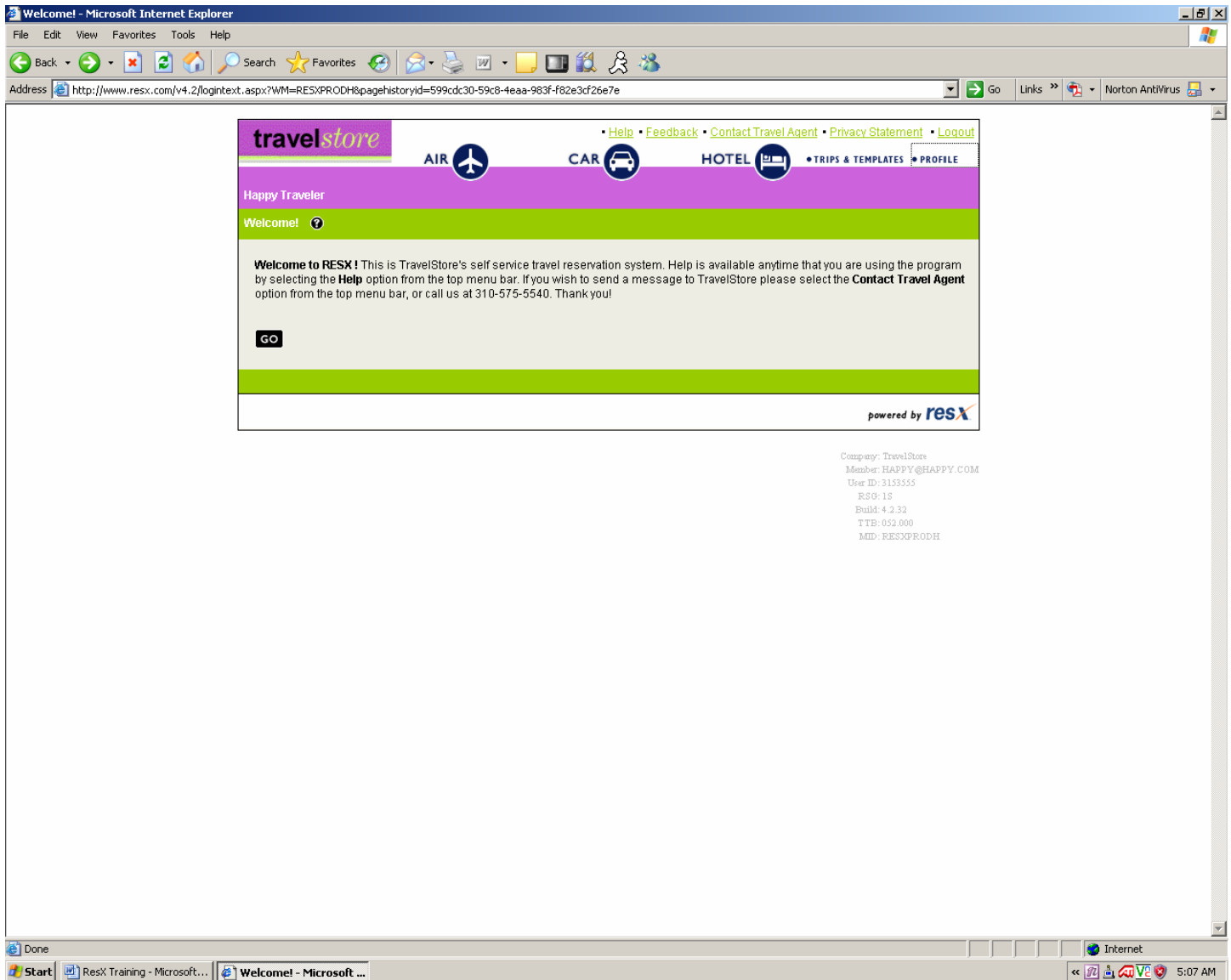
powered by **resx**

Company: TravelStore
Member: HAPPY@HAPPY.COM
User ID: 3153555
RSO: 18
Build: 4.2.32
TTB: 057.200
MID: RESXPRODH

Note: The password may be any combination of letters or numbers but must contain at least 4 characters.

Welcome Page

After the user setup is complete the "Welcome Page" will appear. From the "Welcome Page" you can continue completing your personal profile. Simply click on the **PROFILE** link listed at the top right corner of the page.



Modifying your profile

To modify your profile simply select the Profile link located at the top right hand corner of the page. Select from the various links provided to modify particular sections of the profile.

travelstore [Help](#) [Feedback](#) [Contact Travel Agent](#) [Privacy Statement](#) [Logout](#)

AIR CAR HOTEL TRIPS & TEMPLATES **PROFILE**

Happy Traveler

Viewing profile for:
(Happy Traveler)

[Personal Information](#) [Travel Preferences](#) [Membership Numbers](#) [Display Options](#)
[Billing Information](#) [Change Password](#) [Travel Planners](#)

Personal Information ?

SAVE

Complete the information below and click the Save button to update your profile.
(*) Indicates required information.

Name

Prefix First Name Initial Last Name Suffix
 Happy Traveler

*E-mail Address (Used as your Login ID) **HAPPY@HAPPY.COM**

*Primary E-Mail Address happy@happy.com

Secondary E-Mail Address

Address(es)

Home Address

Address Line 1 Home Address Here
Address Line 2
City
State/Province
Zip/Postal
Country USA

Company Address

Company Name
Address Line 1 Work Address Here
Address Line 2
City
State/Province
Zip/Postal
Country USA

Phone Numbers

Country Code City/Area Code Phone Number Extension Number

Personal Information

This section captures your name, home address, work address, phone numbers, emergency contact information, passport information, and any required information for your company.

The screenshot shows a Microsoft Internet Explorer window titled "Profile - Microsoft Internet Explorer". The address bar displays "http://www.resx.com/v4.2/ProfileHome.aspx?WM=RESXPRODH". The page features a purple header with the "travelstore" logo and navigation links: "AIR", "CAR", "HOTEL", "TRIPS & TEMPLATES", and "PROFILE". Below the header, the user is identified as "Happy Traveler". A dropdown menu shows "Viewing profile for: (Happy Traveler)". A navigation bar includes links: "Personal Information", "Travel Preferences", "Membership Numbers", "Display Options", "Billing Information", "Change Password", and "Travel Planners".

The "Personal Information" section is highlighted in green. It contains a "SAVE" button and instructions: "Complete the information below and click the Save button to update your profile. (*) Indicates required information." The "Name" section includes fields for Prefix, First Name (filled with "Happy"), Initial, Last Name (filled with "Traveler"), and Suffix. The "E-mail Address" section includes a required field for "E-mail Address (Used as your Login ID)" filled with "HAPPY@HAPPY.COM", a "Primary E-Mail Address" filled with "happy@happy.com", and an empty "Secondary E-Mail Address" field.

The "Address(es)" section is divided into "Home Address" and "Company Address". Each section has fields for "Address Line 1", "Address Line 2", "City", "State/Province", "Zip/Postal", and "Country" (set to "USA").

The "Phone Numbers" section is partially visible at the bottom, showing fields for "Country Code", "City/Area Code", "Phone Number", and "Extension Number".

The Windows taskbar at the bottom shows the "Start" button, open applications including "ResX Training - Microsoft...", and the system clock displaying "5:12 AM".

Modifying Travel Preferences

This section allows you to specify your preferred airlines, class of service, meal preference, seating priority, time window (used to determine how many flight options to provide when a flight search is made), default origin city, whether penalty fares or connections are acceptable, car preferences, hotel preferences, etc.

Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.resx.com/v4.2/ProfileHome.aspx?WM=RESXPRODH&pagehistoryid=4208d696-f018-402e-bbe7-3a69429bf3ee> Go Links >> Norton AntiVirus

travelstore AIR CAR HOTEL TRIPS & TEMPLATES PROFILE

Happy Traveler

Viewing profile for: (Happy Traveler)

[Personal Information](#) [Travel Preferences](#) [Membership Numbers](#) [Display Options](#)

[Billing Information](#) [Change Password](#) [Travel Planners](#)

Travel Preferences ?

SAVE

Complete the information below and click the Save button to update your profile.
(*) Indicates required information.

Air Settings

Preferred Airlines (select) (select) (select)

Default Class of Service ☒ Coach/Economy ☐ Premium Economy ☐ Business ☐ First

Meal Preference (none) * Note that all special meals may not be offered on all airlines.

Seat Preferences

Preferred Seat No Preference

☐ Improve seating based on selections

1st (select)
2nd (select)
3rd (select)
4th (select)
5th (select)
6th (select)

Extended Options

*Time Window 4 hours

Default Origin City

☒ Accept penalty fares
☒ Accept connections

Note: Your company travel policy may not allow all options may be available or visible.

Adding Membership Numbers

This section allows you to enter your frequent flyer numbers, car program numbers, hotel program numbers, and specify loyalty associations for those numbers.

Profile - Microsoft Internet Explorer




File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites RSS Feeds Print Mail Address Book Calendar

Address <http://www.resx.com/v4.2/ProfileHome.aspx?WM=RESXPROD&pagehistoryid=02b8ae8e-789e-4cbd-9c73-7300f9b13bdb> Go Links Norton AntiVirus

travelstore

[Help](#) • [Feedback](#) • [Contact Travel Agent](#) • [Privacy Statement](#) • [Logout](#)

AIR  **CAR**  **HOTEL**  [TRIPS & TEMPLATES](#) **PROFILE**

Happy Traveler

Viewing profile for:
(Happy Traveler)

[Personal Information](#) [Travel Preferences](#) **[Membership Numbers](#)** [Display Options](#)
[Billing Information](#) [Change Password](#) [Travel Planners](#)

Membership Numbers ?

Air Membership Numbers

Airline	Membership Number	Edit/Delete
(none)		

[Add New Air Membership Number](#)

Car Membership Numbers

Car Company	Membership Number	Edit/Delete
(none)		

[Add New Car Membership Number](#)

Hotel Membership Numbers

Hotel Chain	Membership Number	Edit/Delete
(none)		

[Add New Hotel Membership Number](#)

Car Loyalty Program Associations

Car Company	Airline Loyalty Vendor	Edit/Delete
(none)		

[Add New Car Loyalty Association](#)

Hotel Loyalty Program Associations

Hotel Chain	Airline Loyalty Vendor	Edit/Delete
(none)		

[Add New Hotel Loyalty Association](#)

Start | ResX Training - Microsoft... | Profile - Microsoft Int...

Internet 5:16 AM

Modifying Display Options

This section allows you to customize how data from ResX appears when it is returned to you.

The screenshot shows a web browser window titled "Profile - Microsoft Internet Explorer". The address bar displays the URL: `http://www.resx.com/v4.2/ProfileHome.aspx?WM=RESXPRODH&pagehistoryid=62a109d6-9d82-4497-8eee-7dee5e8beab1`. The page content is for a user named "Happy Traveler".

The navigation bar includes links for [Help](#), [Feedback](#), [Contact Travel Agent](#), [Privacy Statement](#), and [Logout](#). Below this are icons for **AIR**, **CAR**, and **HOTEL**, along with a link for **TRIPS & TEMPLATES**. A **PROFILE** tab is also visible.

The main content area is titled "Happy Traveler" and shows the user's profile. The "Display Options" section is highlighted in green. It contains the following information:

Complete the information below and click the Save button to update your profile.
(*) indicates required information

Date Format	Time Format	Distance Format
<input checked="" type="radio"/> Nov 22 or 11/22 <input type="radio"/> 22 Nov or 22/11	<input checked="" type="radio"/> 12 hour clock Ex: 8:00pm <input type="radio"/> 24 hour clock Ex: 20:00	<input checked="" type="radio"/> Miles <input type="radio"/> Kilometers

* Show currency rates in the country's currency:

Display Up to air options per page.
Display Up to car options per page.
Display Up to hotel options per page.
Display Up to hotel room options per page.
Internet Connection Type:

SAVE

The page is powered by **resx**. At the bottom right, the following information is displayed:

Company: TravelStore
Member: HAPPY@HAPPY.COM
User ID: 3153555
RSS: 15
Build: 4.2.32
TTB: 271.000
MID: RESXPRODH

Billing Information

This section allows you to enter the various credit card numbers that you use for travel purposes. You can specify that one card be used for air/car/hotel, or specify individual cards for each particular type of travel.

The screenshot shows a web browser window titled "Profile - Microsoft Internet Explorer". The address bar displays the URL: <http://www.resx.com/v4.2/ProfileHome.aspx?WM=RESXPRODH&pagehistoryid=ba4be3b9-2a43-484d-a630-ed762c3139fd>. The page content is for the "travelstore" website. At the top, there are navigation links: "Help", "Feedback", "Contact Travel Agent", "Privacy Statement", and "Logout". Below these are icons for "AIR", "CAR", and "HOTEL", along with a "TRIPS & TEMPLATES" link and a "PROFILE" button. The main heading is "Happy Traveler". Underneath, it says "Viewing profile for:" followed by a dropdown menu showing "(Happy Traveler)". To the right of this are several links: "Personal Information", "Travel Preferences", "Membership Numbers", and "Display Options". Below these links is a "Billing Information" link with a right-pointing arrow. The "Billing Information" section is highlighted in green. It contains the text "Your profile contains the following credit cards." followed by a table. The table has five columns: "Name", "Card", "Expiration Date", "Use as 'My Preferred'", and "Edit/Delete". The first row of the table shows "(none)" in the "Name" column. Below the table is a link "Add a New Credit Card". At the bottom of the page, it says "powered by resx". In the bottom right corner, there is a block of text: "Company: TravelStore", "Member: HAPPY@HAPPY.COM", "User ID: 3153555", "RSO: 18", "Build: 4.2.32", "TTB: 490.000", and "MD: RESXPRODH". The browser's status bar at the bottom shows "Done", "Start", "ResX Training - Microsoft...", "Profile - Microsoft Int...", and "Internet". The system clock in the bottom right corner shows "5:18 AM".

travelstore

Help Feedback Contact Travel Agent Privacy Statement Logout

AIR CAR HOTEL TRIPS & TEMPLATES PROFILE

Happy Traveler

Viewing profile for:
(Happy Traveler)

Personal Information Travel Preferences Membership Numbers Display Options

Billing Information

Your profile contains the following credit cards.

Name	Card	Expiration Date	Use as "My Preferred"	Edit/Delete
(none)				

Add a New Credit Card

powered by resx

Company: TravelStore
Member: HAPPY@HAPPY.COM
User ID: 3153555
RSO: 18
Build: 4.2.32
TTB: 490.000
MD: RESXPRODH

Note: Your company preferred method of payment may already be entered for you and can not be modified.

Changing password

This section allows you to set a new password at anytime.

The screenshot shows a web browser window titled "Profile - Microsoft Internet Explorer". The address bar displays the URL: <http://www.resx.com/v4.2/ProfileHome.aspx?WM=RESXPRODH&pagehistoryid=9171b299-bbea-44ce-b2a5-05e95ef238e3>. The page content is for a user named "Happy Traveler". The navigation bar includes links for "AIR", "CAR", "HOTEL", "TRIPS & TEMPLATES", and "PROFILE". The "Change Password" section is highlighted in green. It contains three input fields: "Current Password", "New Password", and "Verify New Password", each with a required field asterisk (*). A "SAVE" button is located below the fields. The footer of the page displays the "powered by resx" logo and user details: Company: TravelStore, Member: HAPPY@HAPPY.COM, User ID: 3153555, RSG: 15, Build: 4.2.32, TTB: 573.000, MID: RESXPRODH.

travelstore

• [Help](#) • [Feedback](#) • [Contact Travel Agent](#) • [Privacy Statement](#) • [Logout](#)

AIR CAR HOTEL TRIPS & TEMPLATES PROFILE

Happy Traveler

Viewing profile for:
(Happy Traveler)

[Personal Information](#) [Travel Preferences](#) [Membership Numbers](#) [Display Options](#)
[Billing Information](#) [Change Password](#) [Travel Planners](#)

Change Password ?

(*) indicates required information

Current Password

New Password

Verify New Password

SAVE

powered by resx

Company: TravelStore
Member: HAPPY@HAPPY.COM
User ID: 3153555
RSG: 15
Build: 4.2.32
TTB: 573.000
MID: RESXPRODH

Note: The password may be any combination of letters or numbers but must contain at least 4 characters.

Travel Planners

This section allows you to specify others within your company that you wish to authorize to book travel on your behalf, modify your profile, or have access to your existing travel plans. If you are a travel planner you must first set-up your own personal profile as a travel planner. Travel planners making the first reservation for an employee, must also develop a personal profile for each traveling employee if they have not specified you as their travel planner. Use the employee's ARB email address for the Member ID. When the travel planner (or the traveler) designates a travel planner in the traveler's profile, travel planners are able to make travel arrangements for the traveler using the travel planner's logon by selecting the traveler on the "Planning for" drop down menu located to the left of the page after logon. Itineraries can be sent to the travel planner if desired by entering the travel planner's email address as a secondary email address when setting up the personal profile or after reservations are confirmed when you select the "email itinerary" option. Please note that the ResX program has a "pop-up" email itinerary feature appearing on the page after a reservation has been made. The pop-up box appears after clicking on "email itinerary" and asks for the email address or addresses to send a copy of an itinerary to. To use this feature, you must click on Tools, click on "allow pop-ups for this site only."

The screenshot shows a Microsoft Internet Explorer browser window displaying the TravelStore website. The address bar shows the URL: <http://www.resx.com/v4.2/ProfileHome.aspx?WM=RESXPRODH&pagehistoryid=d83cfc15-78a6-4adc-9200-91a8fe4d3f81>. The website has a purple header with the "travelstore" logo and navigation links for AIR, CAR, HOTEL, and TRIPS & TEMPLATES. A "PROFILE" tab is selected. Below the header, the user is logged in as "Happy Traveler". The "Viewing profile for:" dropdown menu shows "(Happy Traveler)". The "Travel Planners" section is highlighted in green. It contains a table with the following data:

First Name	Last Name	Member ID	Delete
(none)			

Below the table is a link to "Add New Travel Planner". The footer of the website displays the following information:

Company: TravelStore
Member: HAPPY@HAPPY.COM
User ID: 3153555
RSO: 15
Build: 4.2.32
TTB: 662,000
MD: RESXPRODH

The Windows taskbar at the bottom shows the Start button, a taskbar with "ResX Training - Microsoft..." and "Profile - Microsoft Int...", and a system tray with the Internet icon and the time 5:20 AM.

Note: If you have an administrative staff member that needs access to your travel information or may need to book your travel then you must add them to this section otherwise they will not be able to view or book travel on your behalf.

Reservations

Air

Making a reservation is easy...simply select the appropriate icon; air, car, or hotel, ResX automatically assumes a round trip unless One Way or Multiple Cities is selected. Populate the requested information and click **SEARCH**. ResX will also automatically assume that a car and hotel are needed (unless you select the "This trip is air only box") and will present those options to you without the need for you to enter additional information unless you need to change some of the parameters.

The screenshot shows the ResX Travel website interface. The browser window is titled "Travel - Microsoft Internet Explorer". The address bar shows the URL: <http://www.resx.com/v4.2/TravelHome.aspx?WM=RESXPROD&pagehistoryid=f56abee4-eb9d-4610-8c6a-57b7f1462ebf>.

The website has a purple header with the "travelstore" logo and navigation links: [Help](#), [Feedback](#), [Contact Travel Agent](#), [Privacy Statement](#), and [Logout](#). Below the header, there are tabs for "AIR", "CAR", and "HOTEL". The "AIR" tab is selected, and sub-tabs for "Round Trip", "One Way", and "Multiple Cities" are visible. The "Round Trip" tab is selected.

The main content area is titled "What are your travel plans?". It contains the following fields and options:

- From:** Text input field.
- To:** Text input field. Example: Los Angeles or LAX.
- Departure date:** Calendar icon.
- Time:** Dropdown menu with "Select time" option.
- Return date:** Calendar icon.
- Time:** Dropdown menu with "Select time" option.
- Depart/Arrive:** Radio buttons for "Depart" and "Arrive".

Below the main form, there is a "Travel Preferences" section with a checkbox labeled "This trip is air only" and a "SEARCH" button.

The right sidebar contains "RESX Tips" and a "View Travel Policy" link. The tips include:

- Do not double click in RESX.
- Avoid using your browser's BACK button, especially on pages where RESX provides its own BACK button.
- If you have any functionality concerns, questions, or suggestions for RESX, click the Feedback link.
- To communicate with your travel counselor, click the Contact Travel Agent link.
- If you click the Reserve or Select buttons when you are looking at availability, you have made a reservation. Air reservations will NOT be ticketed until you have clicked on Purchase Now.
- Reservations with no air reservations do not need to be ticketed; therefore, you will not be presented with a Purchase Now button for car or hotel only itineraries.
- The airfare for a ticket which has been submitted for purchase is not guaranteed until the ticket has actually been issued.

The footer of the page includes the text "powered by resx" and the following information:

Company: TravelStore
Member: HAPPY@HAPPY.COM
User ID: 3153555
RSO: 15
Build: 4.2.33
TTB: 912.000
MID: RESXPROD

Reservations

Car

If you only need a car reservation, simply select the car icon, populate the requested information and click **SEARCH**.

Travel - Microsoft Internet Explorer

Address: <http://www.resx.com/v4.2/TravelHome.aspx?WM=RESXPRODH&pagehistoryid=06ed6e61-fe8d-4b12-8ab0-b5fe6e6a77ff>

travelstore

• [Help](#) • [Feedback](#) • [Contact Travel Agent](#) • [Privacy Statement](#) • [Logout](#)

AIR CAR HOTEL

TRIPS & TEMPLATES • PROFILE

Welcome
Happy Traveler

Planning for:
(Happy Traveler)

1: Search

Hotel Home

When do you want the hotel?

Check in: [] Check out: []
Example: 01/21/04, Jan 21, 21 Jan, or use calendar

Search for hotels by:

☒ Airport/City ☐ Address/Zip

Location: []
Example: Los Angeles or LAX

Search radius: 20 (Note: leave blank if you do not wish to limit the search radius; entering a zero (0) will still default to 20)
in miles

[Travel Preferences](#)

SEARCH

RESX Tips

- Do not double click in RESX.
- Avoid using your browser's BACK button, especially on pages where RESX provides its own BACK button.
- If you have any functionality concerns, questions, or suggestions for RESX, click the Feedback link.
- To communicate with your travel counselor, click the Contact Travel Agent link.
- If you click the Reserve or Select buttons when you are looking at availability, you have made a reservation. Air reservations will NOT be ticketed until you have clicked on Purchase Now.
- Reservations with no air reservations do not need to be ticketed; therefore, you will not be presented with a Purchase Now button for car or hotel only itineraries.
- The airfare for a ticket which has been submitted for purchase is not guaranteed until the ticket has actually been issued.

powered by resx

Company: TravelStore
Member: HAPPY@HAPPY.COM
User ID: 3153555
RSO: 15
Build: 4.2.32
TTB: 271.000
MID: RESXPRODH

Done

Start | Travel - Microsoft Int... | ResX Training (Recover...

Internet

5:27 AM

Reservations

Hotel

If you only need a hotel reservation, simply select the hotel icon, populate the requested information and click **SEARCH**.

The screenshot shows the TravelStore website interface within a Microsoft Internet Explorer browser window. The address bar displays the URL: `http://www.resx.com/v4.2/TravelHome.aspx?WM=RESXPRODH&pagehistoryid=222bb877-e55e-45bb-833e-af2da796ad2a`. The website has a purple header with the "travelstore" logo and navigation links: [Help](#), [Feedback](#), [Contact Travel Agent](#), [Privacy Statement](#), and [Logout](#). Below the header, there are tabs for "AIR", "CAR", and "HOTEL", with "HOTEL" currently selected. The main content area is divided into a left sidebar and a central form. The sidebar includes a "Welcome Happy Traveler" message, a "Planning for:" dropdown menu set to "(Happy Traveler)", and a "Travel Preferences" link. The central form is titled "Car Home" and contains the following sections: "Pick-Up/Drop-Off:" with a "Same Location" button and a "Different Location" link; "1: Search" with sub-links for "Availability" and "Rates and Restrictions"; "Where do you want to pick-up the car?" with a "Location" input field (example: "Los Angeles or LAX") and an "Off Airport Location" link; "When do you want the car?" with "Pick-up date" and "Drop-off date" input fields, each with a "Select time" dropdown menu and a calendar icon; and a "SEARCH" button. A "RESX Tips" section on the right provides instructions on how to use the site. The footer of the website includes the text "powered by resx" and technical details: "Company: TravelStore", "Member: HAPPY@HAPPY.COM", "User ID: 3153555", "RSO: 15", "Build: 4.3.32", "TTB: 792.000", and "MID: RESXPRODH". The Windows taskbar at the bottom shows the "Start" button, open applications "Travel - Microsoft Int..." and "ResX Training (Recover...", and the system clock displaying "5:26 AM".

travelstore

• [Help](#) • [Feedback](#) • [Contact Travel Agent](#) • [Privacy Statement](#) • [Logout](#)

AIR CAR HOTEL • [TRIPS & TEMPLATES](#) • [PROFILE](#)

Welcome
Happy Traveler

Planning for:
(Happy Traveler)

1: Search
• [Availability](#) • [Rates and Restrictions](#)

Car Home ?

Where do you want to pick-up the car?

Location
Example: Los Angeles or LAX [Off Airport Location](#)

When do you want the car?

Pick-up date
Drop-off date
Example: 01/21/04, Jan 21, 21 Jan, or use calendar

[Travel Preferences](#)

SEARCH

RESX Tips

- Do not double click in RESX.
- Avoid using your browser's BACK button, especially on pages where RESX provides its own BACK button.
- If you have any functionality concerns, questions, or suggestions for RESX, click the Feedback link.
- To communicate with your travel counselor, click the Contact Travel Agent link.
- If you click the Reserve or Select buttons when you are looking at availability, you have made a reservation. Air reservations will NOT be ticketed until you have clicked on Purchase Now.
- Reservations with no air reservations do not need to be ticketed; therefore, you will not be presented with a Purchase Now button for car or hotel only itineraries.
- The airfare for a ticket which has been submitted for purchase is not guaranteed until the ticket has actually been issued.

powered by resx

Company: TravelStore
Member: HAPPY@HAPPY.COM
User ID: 3153555
RSO: 15
Build: 4.3.32
TTB: 792.000
MID: RESXPRODH

System Responses

Flight options

Options are presented in an easy to read format and can be sorted by selecting from the “Sort Options” drop down list. To select a particular set of flight options simply click the **Select** link off to the left side. To view more flights, or mix and match flights select the **VIEW FLIGHT SCHEDULES** button.

The screenshot shows a web browser window titled "Itinerary Home - Microsoft Internet Explorer". The address bar shows the URL: <http://www.resx.com/v4.2/ItineraryHome.aspx?WM=RESXPROD&pagehistoryid=2ec8329f-350a-4841-be3e-df6c5ca7b17b>. The website header includes the "travelstore" logo and navigation links: AIR, CAR, HOTEL, TRIPS & TEMPLATES, and PROFILE. A "Happy Traveler" banner displays search criteria: 1: Search, 2: Availability, 3: Itinerary, and 4: Confirmation. Below this, a "Priced Air Itineraries" section features a "VIEW FLIGHT SCHEDULES" button and a "Sort Options" dropdown menu set to "Price".

The main content area displays three flight options for the route "Los Angeles, CA (US) to Chicago O'Hare Int'l Airport to Los Angeles, CA (US)". Each option includes an "Airfare" of USD 238.40 and a "Penalty: Yes" with a "View Rules" link. Each option also has a "Select" link on the left and a "Seat Map" link on the right.

Airline	Depart	Arrive	From	To	Stops
United Airlines Flight #104 Equipment: 319 Booking Class: Coach/Economy (S)	8:00 am Wed, Aug 24	2:04 pm Wed, Aug 24	Los Angeles, CA (LAX)	Chicago O'Hare Int'l Airport (ORD)	0
United Airlines Flight #107 Equipment: 319 Booking Class: Coach/Economy (S)	9:00 am Sun, Aug 28	11:23 am Sun, Aug 28	Chicago O'Hare Int'l Airport (ORD)	Los Angeles, CA (LAX)	0

View Rules More Detail

Airline	Depart	Arrive	From	To	Stops
United Airlines Flight #100 Equipment: 763 Booking Class: Coach/Economy (S)	6:30 am Wed, Aug 24	12:25 pm Wed, Aug 24	Los Angeles, CA (LAX)	Chicago O'Hare Int'l Airport (ORD)	0
United Airlines Flight #101 Equipment: 319 Booking Class: Coach/Economy (S)	6:00 am Sun, Aug 28	8:15 am Sun, Aug 28	Chicago O'Hare Int'l Airport (ORD)	Los Angeles, CA (LAX)	0

View Rules More Detail

Airline	Depart	Arrive	From	To	Stops
United Airlines Flight #104 Equipment: 319 Booking Class: Coach/Economy (S)	8:00 am Wed, Aug 24	2:04 pm Wed, Aug 24	Los Angeles, CA (LAX)	Chicago O'Hare Int'l Airport (ORD)	0
United Airlines Flight #854 Equipment: 763 Booking Class: Coach/Economy (S)	8:00 am Sun, Aug 28	10:05 am Sun, Aug 28	Chicago O'Hare Int'l Airport (ORD)	Los Angeles, CA (LAX)	0

View Rules More Detail

System Responses

Car options

Options are presented in an easy to read format. To select a particular car company simply click the [Select](#) link off to the left side.

The screenshot shows a web browser window titled "Itinerary Home - Microsoft Internet Explorer". The address bar displays the URL: <http://www.resx.com/v4.2/ItineraryHome.aspx?WM=RESXPROD&pagehistoryid=842ff2bc-22ae-4d86-820c-6326ba055e6b>. The website is "travelstore" and features a navigation bar with links for AIR, CAR, and HOTEL. The "CAR" section is active, showing "Car Availability" results for a reservation from Chicago O'Hare Int'l Airport (ORD) on Wednesday, August 24, 2005, to Sunday, August 28, 2005.

The page lists five car rental options, each with a "Select" link on the left and a "Rate" column on the right. Each option also includes links for "View Rules", "More Detail", and "Vehicle Types".

Car Company	Rate
Select Enterprise Cars Location: In Terminal/Shuttle	The daily rate is USD 32.00 The total rate is USD 153.79
View Rules More Detail Vehicle Types	
Select Alamo Rent-A-Car Location: In Terminal/Shuttle	The daily rate is USD 34.21 The total rate is USD 164.21
View Rules More Detail Vehicle Types	
Select Alamo Rent-A-Car Location: Shuttle To Car	The daily rate is USD 40.11 The total rate is USD 192.06
View Rules More Detail Vehicle Types	
Select Avis Rent-A-Car Location: In Terminal/Shuttle	The daily rate is USD 44.99 The total rate is USD 215.10
View Rules More Detail Vehicle Types	
Select Avis Rent-A-Car Location: In Terminal/Shuttle	The daily rate is USD 44.99 The total rate is USD 215.10
View Rules More Detail Vehicle Types	

The bottom of the page shows a taskbar with the Start button and open applications: "ResX Training - Microsoft..." and "Itinerary Home - Micr...". The system clock indicates 12:05 PM.

System Responses

Hotel options

Options are presented in an easy to read format and can be sorted by selecting from the “Sort Options” drop down list. To select a particular hotel simply click the [Select](#) link off to the left side. Hotels work a little differently as compared to air and car because of the number of rates and room types each hotel may have available to choose from, therefore you must click [Select](#) in order to view room descriptions and rates.

travelstore | [Help](#) | [Feedback](#) | [Contact Travel Agent](#) | [Privacy Statement](#) | [Logout](#)

AIR **CAR** **HOTEL** | [TRIPS & TEMPLATES](#) | [PROFILE](#)

Happy Traveler

✓ 1: Search | 2: Availability | 3: Summary | 4: Confirmation

Hotel Availability | [Cancel and restart search](#) | [Email](#) | [Save research](#)

[BACK](#)
[MODIFY REQUEST](#)

The following hotels are available at the listed price range(s) | [continue without hotel](#)

Chicago O'Hare Int'l Airport
Check In: **Wednesday, August 24, 2005** Check Out: **Sunday, August 28, 2005** | [View Mapped Options](#)

	Hotel Name / Chain	Address	Details	
Select	Hyatt Lisle At Corporateum (Hyatt Hotels) Phone: 630-852-1234 Fax: 630-852-1426	1400 Corporateum Dr Lisle, Illinois 60532	Reference Rate: Min USD 75.00 / Max USD 230.00 Rating: Distance: 15 Miles	Map
	More Detail Hotel Information		Back To Top	
Select	Doubletree Chicago Oakbrook (Doubletree) Phone: 630 472-6000 Fax: 630 573-1133	1909 SPRING ROAD OAK BROOK, IL 60521	Reference Rate: Min USD 79.00 / Max USD 199.00 Rating: Unknown Distance: Unknown	Map
	More Detail Hotel Information		Back To Top	
Select	Hyatt Deerfield North Shore (Hyatt Hotels) Phone: 847-945-3400 Fax: 847-945-3563	1750 Lake Cook Rd Deerfield, Illinois 60015	Reference Rate: Min USD 79.00 / Max USD 219.00 Rating: Distance: 12 Miles	Map
	More Detail Hotel Information		Back To Top	
Select	The Hyatt Lodge (Hyatt Hotels) Phone: 630-990-5800 Fax: 630-990-5829	2815 Jorie Blvd Oak Brook, Illinois 60523	Reference Rate: Min USD 89.00 / Max USD 355.00 Rating: Distance: 10 Miles	Map

Start | ResX Training - Microsoft... | Itinerary Home - Micr... | 12:05 PM

Itinerary

After making all selections the complete trip itinerary is displayed. From this point you may either hold this itinerary as a reservation by selecting **RESERVE ITINERARY** or purchase the airline tickets and reserve the car and hotel by selecting **PURCHASE NOW**.

The screenshot displays the Travelstore website interface. At the top, there's a navigation bar with links for Help, Feedback, Contact Travel Agent, Privacy Statement, and Logout. Below this, a purple banner shows the user is a 'Happy Traveler' and has selected 3 items: Search, Availability, and Itinerary. The main content area is titled 'Suggested Itinerary' and includes a summary of costs: Airfare (USD 238.40), Estimated Car Cost (USD 153.79), Estimated Hotel Cost (USD 596.00), and Estimated Total Trip Cost (USD 988.19). The itinerary details are as follows:

Los Angeles, CA (US) to Chicago O'Hare Int'l Airport

Airline	Depart	Arrive	From	To	Stops
United Airlines Flight #104 Equipment: 319 Booking Class: Coach/Economy (S)	8:00 am Wed, Aug 24	2:04 pm Wed, Aug 24	Los Angeles, CA (LAX)	Chicago O'Hare Int'l Airport (ORD)	0

Car Company

Pick-Up	Drop-Off
Wed, Aug 24 Chicago O'Hare Int'l Airport (ORD)	Sun, Aug 28 Chicago O'Hare Int'l Airport (ORD)

Hotel Name / Chain

Check-In	Check-Out	# Nights
Wed, Aug 24	Sun, Aug 28	4

Chicago O'Hare Int'l Airport to Los Angeles, CA (US)

Airline	Depart	Arrive	From	To	Stops
United Airlines Flight #107 Equipment: 319 Booking Class: Coach/Economy (S)	9:00 am Sun, Aug 28	11:23 am Sun, Aug 28	Chicago O'Hare Int'l Airport (ORD)	Los Angeles, CA (LAX)	0

At the bottom of the itinerary, there are two buttons: **RESERVE ITINERARY** and **PURCHASE NOW**.

Note: After selecting **RESERVE ITINERARY** or **PURCHASE NOW** you will be taken to a confirmation page and will be provided with a "Trip Locator". **This trip locator does not indicate that airline tickets have been purchased, only that a reservation has been held. If you wish to purchase airline tickets then you must select the PURCHASE NOW button. All fares are subject to change until actually purchased. If the traveler needs an Airline Trip Locator Number to obtain an on-line boarding pass, click on "Virtually There," enter the Travelstore's Trip Locator Number and the traveling employee's email address. An itinerary should appear giving the Airline Trip Locator Number needed to obtain an on-line boarding pass at the airline website.**